

## **Abstract of the Disclosure**

A wireless knowledge-based information-retrieval system includes a wireless communication device. The wireless device has a transceiver for sending and receiving communications across a wireless communication network, a software agent responsible for quickly and efficiently accessing relevant information and providing it to a user, at least one knowledge database, and a position-determination device for determining the location of the wireless device. The software agent takes information requests from the user and communicates them via the wireless network and the Internet to a knowledge agency. The knowledge agency comprises individual knowledge agents that take the request and search for relevant information in information resources such as the Internet and electronic databases and directories. The knowledge agency transmits the information back to the software agent, which delivers it to the user. The software agent may be configured as a conversational agent in order to maintain a dialog with the user using natural language and mood control.